

Feedback / Complaints / Commendations Policy

Approved on 9/8/2023 by General Meeting
Revised on by

Purpose

Build positive relationships.

Everyone feels respected, valued and trusts that they are heard.

Feedback and complaints are an invaluable opportunity for us and our club to identify areas of improvement.

Procedures

Commendations:

Commendations are welcome anytime! They grow goodwill and generosity.

Informal Feedback / Complaints:

If a member gives feedback or has a complaint about another member's behaviour or actions, they should first attempt to resolve the issue directly with that member in a calm and respectful manner. If the issue cannot be resolved, the member should bring it to the attention of an instructor or a senior member of Aikido Nelson.

Formal Complaints:

If a member wishes to make a formal complaint, they should submit a written complaint to Dojo Cho, another instructor or the chairperson. The complaint should include a clear and concise description of the behaviour or actions that are the subject of the complaint, as well as any supporting evidence or witnesses.

The complaint should include the complainant's desired outcome.

- Investigation: Upon receiving a formal complaint, the chair, instructors and/or the Dojo Cho will conduct an investigation into the matter. This may include interviewing the parties involved and any witnesses, as well as reviewing any relevant evidence.
- Resolution: Based on the results of the investigation, the instructors, chair and Dojo Cho will determine an appropriate course of action. This may include mediation, counselling, disciplinary action, or other measures as deemed appropriate.
- Appeals: If a member is dissatisfied with the outcome of a complaint, they may submit a written appeal to the chair, an instructor or the Dojo Cho. The appeal should include a clear and concise description of the grounds for the appeal, as well as any supporting evidence or arguments.
- Final Decision: The active instructors, chair and Dojo Cho will make a final decision on the matter, taking into account the results of the investigation and any relevant factors. The decision of the chair, instructors and Dojo Cho will be final and binding.